



EMPLOYEE/MEMBER SELF SERVICE

GENERAL BRIEFING

**Updated
July 2000**



Agenda

- What, Who and Why
- Security
- Status
- LES via E/MSS
- More to Come
- Additional Information



What Is E/MSS?

- **Uses Interactive Voice Response (IVR) and Internet/Web Based Technologies**
- **Allows DFAS Customers to Make Changes Directly to Their Own Pay Accounts in a Secure Electronic Environment**
 - Reduces the need for forms
 - Saves time
 - Available nearly 24 x 7



Who Can Use E/MSS?

- **Fully Implemented, E/MSS Will be Available to:**
 - DoD Civilian Employees (DCPS)
 - Active Duty/Reserve Members:
 - ◆ Air Force, Army, Navy (DJMS)
 - ◆ Marine Corps (MCTFS)
 - Military Retirees - All Services (DRAS-RCPS)
 - Military Annuitants - All Services (DRAS-APS)



Why E/MSS? (Benefits)

- **Employee/Member Satisfaction**
 - Greater control over pay account
 - Shorter response time for changes
 - Mail delays eliminated
- **Customer Support/Field Office Savings**
 - Decrease in transaction processing and document storage
 - Reduced time required for rejects/corrections
- **General**
 - True “source” data entry
 - Increased potential for input accuracy
 - Near real time update



E/MSS Security

- **Current Environment:** Paper/Mail-based; several sets of “hands” between customer and input of customer’s transaction
- **E/MSS - Provides Increased Security Over Current Environment:**
 - Secure Socket Layer (SSL) Protocol w/128 Bit Encryption - secures data between user’s PC and E/MSS server
 - Firewalls - Data secured (encrypted) between E/MSS server and host pay system (DCPS, DJMS, DRAS, MCTFS)
 - MQSeries Communications Software- Provides data tracking feature
 - Coordinating E/MSS security with Assistant Secretary of Defense Command, Control, Communications and Intelligence (C3I)



E/MSS STATUS

- **Phase 1 Implemented February 2000**
 - **Marine Corps (active and reserve), Civilian Employees, Military retirees and annuitants**
 - ◆ **Federal Tax**
 - ◆ **Direct deposit/EFT**
 - ◆ **Allotments**
 - ◆ **Home address changes**
 - **Remaining active and reserve military implemented in September 2000**
 - ◆ **Federal Tax**
 - ◆ **Direct deposit/EFT**
- **Centralized Customer Support Unit (CCSU) in place**



ELECTRONIC LES

- **Original concept**

- Electronic delivery via email was the way to go
- Push the LES to the employee/member

- **Customer concerns**

- Poorly formatted: didn't look like hardcopy
- Added workload to collect email addresses
- Security (LES sent unencrypted)

- **Result: Customer did not want to proceed**

- **Solution: LES via E/MSS**



LES via E/MSS

● **Concept:**

- Make LES available electronically to all DoD employees/members
- Give customer the option to stop receipt of hardcopy form

● **Benefits:**

- Integrated look and feel under E/MSS
- Immediate satisfaction for the customer
- Format mirrors hardcopy LES
- LES data transmitted using same security measures (128 bit encryption SSL protocol) in E/MSS
- Eliminate print/postage costs for producing hardcopy LESs
- Display 3 instances of LES : Current plus prior 2



LES via E/MSS

● **Proposed Timeframes**

- **DCPS and MCTFS** **August 2000**
- **DJMS** **TBD**
- **DRAS (RCPS and APS)** **TBD**

● **DFAS employees will serve as pilot**



MORE TO COME...

- **System Enhancements**
- **Phase II Transactions**
 - **DJMS:**
 - ◆ **Allotment and Correspondence Address Changes**
 - **All Systems:**
 - ◆ **State Tax Changes**
 - ◆ **Bond Allotment (Starts/Stops/Changes)**
 - ◆ **W-2s**
 - ◆ **Pre-Military Retirement Requests**



Customize Your PIN!



Additional Information

Visit the DFAS web site at:

www.dfas.mil

or

call the Cleveland Customer Support Unit at:

1-800-390-2348

DSN 580-5122